



# COUNSELLING SKILLS *for Managers*

PANEL OF FACILITATORS

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# INTRODUCTION

- Managers and Leaders today need to focus on the psychological development of employees which inevitably has an impact on sustaining performance at work. This course will help prepare Managers and team leaders to apply counselling skills to deal effectively, and in a helpful manner, difficult or distressed employees.
- In this course learners will learn the basic counselling skills, such as how to accurately reflect back what the person is saying, summarising, and asking open – ended questions. Learners will also learn how to be an active listener, a skill that helps one to appreciate how to be with the person and yet at the same time step back rather than simply responding.

Each module will be made up of three parts: **theory, practice, and self development** – a structure which reflects a central idea in counselling that learners first need to understand the concepts, develop their counselling skills and to become more self – aware.

- In the theory part learners will learn about counselling skills, techniques, and some key ideas in counselling theory.
- In the practice section learners will divide into small groups of three or four where they will practice these
- skills with one person in the role of listener, one as client and one or two as observer to give feedback.

# LEARNING OBJECTIVES

At the end of this session, learners can:

- State and Describe the Cognitive Model
- Structure and Implement Sessions
- Apply the techniques in counselling
- Write and maintain records of cases where counselling skills were applied



The Applied Counselling Skills at the Workplace program comprises of 4 sessions that covers four global areas assigned with specific learning topics which are described in the following two tables below.

SESSION	AREA	TOPICS	DURATION
1	Introduction to Counselling	<ul style="list-style-type: none"> <li>• Counselling</li> <li>• Counselling Skills</li> <li>• The Cognitive Model</li> </ul>	3 hours
2	Counselling Techniques	<ul style="list-style-type: none"> <li>• Identifying Thoughts &amp; Emotions</li> <li>• Evaluating &amp; Responding to Thoughts</li> <li>• Identifying &amp; Modifying beliefs</li> </ul>	3 hours
3	Phases in Sessions	<ul style="list-style-type: none"> <li>• Assessment &amp; Evaluation Session</li> <li>• Agenda setting</li> <li>• Problem Identification &amp; Goal Setting</li> </ul>	3 hours
4	Planning & Case Recording	<ul style="list-style-type: none"> <li>• Selection of case</li> <li>• Planning &amp; Executing session</li> <li>• Case writing</li> </ul>	3 hours

# METHODOLOGY



PROGRAM	ASSESSMENT
<ul style="list-style-type: none"><li>• Short Lectures (online)</li><li>• Group discussions &amp; presentations</li><li>• Role – plays</li><li>• Videos</li></ul>	<ul style="list-style-type: none"><li>• Psychometric tools</li><li>• Case studies</li><li>• Quizzes (inclusive of pre and post assessment)</li></ul>

# LEARNING OUTCOMES



Upon completion of the Applied Counselling Skills for Managers program, learners can:

- Demonstrate better management of one-to-one coaching session to help employees manage setbacks in various organizational setting
- Respond effectively to employees during the coaching
- Give feedback effectively and establish trust with employees
- Facilitate employee's mindset growth towards support for organizational commitment resulting in reduced turnover

# PANEL OF FACILITATORS



## WINSTON CHEW

- Senior Consultant with ITD World & Leonard Personality Incorporated.
- Master in Counselling, HELP University, Malaysia.
- Registered & Licensed Counsellor (KP,PA)
- Professional Anger & Aggression Counselling Diploma, accredited by CCTA UK.
- Licensed LPI Psychotherapist.
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## CHRISTOPHER RAJ

- Masters in Counselling: Bachelor of Science; Post Graduate Certificate in Distance Education.
- Registered Counsellor (Malaysian Board of Counsellors)
- Advanced Certificate in Training & Assessment (ACTA) (Singapore)
- Human Resources Development Fund (PSMB) Certified Trainer (Malaysia)
- Certified Lego® Serious Play® Facilitator (Denmark) Kirkpatrick Training Evaluation Certified Professional – Bronze Level (U.S.A)
- Christopher Raj holds a Masters in Counselling and Honours Degree in Biochemistry from University of Malaya, Malaysia and Post – Graduate Certification in Distance Education from Indiana University, USA.



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